



RELATÓRIO DE NÍVEL DE DISPONIBILIDADE E DESEMPENHO - INTERNET BANKING E API - PSD2

Período:

01/10/2025 a 31/12/2025

	01-out	02-out	03-out	04-out	05-out	06-out	07-out	08-out	09-out	10-out	11-out	12-out	13-out	14-out	15-out	16-out	17-out	18-out	19-out	20-out	21-out	22-out	23-out	24-out	25-out	26-out	27-out	28-out	29-out	30-out	31-out	No Período	
Tradicional - BAI® Internet Banking																																	
Disponibilidade	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	
Informação de Conta	00:02:372	00:02:417	00:02:438	00:02:564	00:02:000	00:02:400	00:02:447	00:02:452	00:02:432	00:02:470	00:02:338	00:02:387	00:02:419	00:02:411	00:02:481	00:02:358	00:02:356	00:02:339	00:02:000	00:02:482	00:02:454	00:02:515	00:02:378	00:02:372	00:02:382	00:02:089	00:02:472	00:02:470	00:02:443	00:02:445	00:02:444		
Logins	00:00:403	00:00:431	00:00:425	00:01:180	00:00:568	00:00:418	00:00:429	00:00:408	00:00:431	00:00:458	00:00:383	00:00:485	00:00:451	00:00:405	00:00:415	00:00:385	00:00:403	00:00:442	00:00:448	00:00:300	00:00:365	00:00:429	00:00:367	00:00:368	00:00:412	00:00:356	00:00:383	00:00:388	00:00:717	00:00:385	00:00:360	00:02:426	
Transferências	00:01:625	00:01:500	00:02:037	00:02:103	00:01:763	00:01:870	00:01:712	00:01:855	00:01:874	00:01:838	00:02:192	00:00:985	00:02:056	00:02:071	00:02:140	00:01:988	00:02:059	00:02:370	00:02:014	00:01:987	00:02:013	00:02:246	00:02:028	00:02:028	00:01:902	00:01:970	00:01:903	00:02:004	00:02:002	00:02:171	00:02:289	00:02:041	
Disponibilização de Fundos (1)																																	
Tradicional - BAI® Mobile Banking																																	
Disponibilidade	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	
Informação de Conta	00:02:284	00:02:317	00:02:301	00:02:307	00:02:301	00:02:303	00:02:345	00:02:365	00:02:278	00:02:317	00:02:370	00:02:278	00:02:266	00:02:347	00:02:223	00:02:303	00:02:261	00:02:384	00:02:388	00:02:303	00:02:441	00:02:418	00:02:489	00:02:441	00:02:378	00:02:536	00:02:376	00:02:408	00:02:454	00:02:543	00:02:451	00:02:354	
Logins	00:00:517	00:00:602	00:00:530	00:00:536	00:00:511	00:00:531	00:00:543	00:00:515	00:00:472	00:00:484	00:00:446	00:00:477	00:00:431	00:00:550	00:00:465	00:00:457	00:00:513	00:00:446	00:00:488	00:00:482	00:00:513	00:00:464	00:00:522	00:00:476	00:00:450	00:00:571	00:00:446	00:00:607	00:00:498	00:00:443	00:00:466	00:00:513	
Transferências	00:01:850	00:01:753	00:01:737	00:02:017	00:02:056	00:01:812	00:02:047	00:02:023	00:01:923	00:02:120	00:02:201	00:02:282	00:01:907	00:01:885	00:01:841	00:02:038	00:02:094	00:02:318	00:01:886	00:02:048	00:01:864	00:01:996	00:02:102	00:01:992	00:02:054	00:02:261	00:02:170	00:01:950	00:02:016	00:02:116	00:01:870	00:01:982	
Disponibilização de Fundos (1)																																	
API - PSD2																																	
Disponibilidade	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	
Tempo médio de resposta	00:00:019	00:00:018	00:00:020	00:00:018	00:00:017	00:00:018	00:00:016	00:00:017	00:00:018	00:00:018	00:00:018	00:00:015	00:00:021	00:00:015	00:00:025	00:00:010	00:00:017	00:00:019	00:00:019	00:00:019	00:00:020	00:00:022	00:00:024	00:00:019	00:00:019	00:00:020	00:00:022	00:00:020	00:00:019	00:00:020	00:00:022	00:00:020	00:00:017
Total Erros	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Porcentagem de erro (face volume de chamadas)	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	

	01-nov	02-nov	03-nov	04-nov	05-nov	06-nov	07-nov	08-nov	09-nov	10-nov	11-nov	12-nov	13-nov	14-nov	15-nov	16-nov	17-nov	18-nov	19-nov	20-nov	21-nov	22-nov	23-nov	24-nov	25-nov	26-nov	27-nov	28-nov	29-nov	30-nov	No Período
Tradicional - BAI® Internet Banking																															
Disponibilidade	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	84%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	84%
Informação de Conta	00:02:042	00:02:266	00:02:287	00:04:309	00:04:790	00:02:784	00:02:735	00:02:213	00:02:512	00:02:642	00:02:787	00:02:733	00:02:708	00:02:289	00:02:201	00:02:862	00:02:873	00:02:874	00:02:628	00:02:718	00:02:352	00:02:232	00:02:790	00:02:819	00:02:721	00:02:685	00:02:718	00:02:327	00:02:319	00:02:887	
Logins	00:00:423	00:00:637	00:00:412	00:00:412	00:00:458	00:00:446	00:00:430	00:00:507	00:00:465	00:00:411	00:00:430	00:00:447	00:00:469	00:00:384	00:00:414	00:00:594	00:00:467	00:00:390	00:00:411	00:00:409	00:00:403	00:00:423	00:00:433	00:00:462	00:00:413	00:00:461	00:00:447	00:00:389	00:00:463	00:00:421	00:00:424
Transferências	00:02:048	00:01:980	00:01:907	00:03:479	00:03:156	00:01:950	00:01:876	00:01:507	00:01:840	00:01:889	00:01:801	00:01:912	00:01:902	00:01:806	00:01:614	00:01:658	00:01:749	00:01:843	00:02:118	00:01:954	00:01:616	00:01:636	00:01:846	00:01:732	00:01:799	00:01:703	00:02:263	00:01:764	00:01:786	00:01:619	00:02:028
Disponibilização de Fundos (1)																															
Tradicional - BAI® Mobile Banking																															
Disponibilidade	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	84%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	84%
Informação de Conta	00:02:389	00:02:390	00:02:390	00:04:299	00:02:987	00:02:537	00:02:387	00:02:397	00:02:467	00:02:423	00:02:419	00:02:338	00:02:411	00:02:342	00:02:370	00:02:312	00:02:414	00:02:502	00:02:502	00:02:464	00:02:479	00:02:494	00:02:419	00:02:461	00:02:479	00:02:563	00:02:440	00:02:489	00:02:364	00:02:425	00:02:566
Logins	00:00:488	00:00:453	00:00:409	00:00:491	00:00:523	00:00:540	00:00:544	00:00:526	00:00:526	00:00:499	00:00:501	00:00:543	00:00:570	00:00:536	00:00:892	00:00:580	00:00:505	00:00:540	00:00:627	00:01:069	00:00:623	00:00:504	00:00:464	00:00:549	00:00:671	00:00:614	00:00:480	00:00:559	00:00:448	00:00:430	00:00:563
Transferências	00:02:086	00:02:208	00:01:969	00:03:142	00:02:850	00:02:024	00:01:804	00:01:965	00:01:917	00:02:032	00:01:865	00:01:840	00:01:938	00:01:925	00:01:844	00:01:931	00:01:902	00:02:007	00:01:863	00:01:905	00:01:919	00:01:849	00:01:867	00:01:795	00:01:792	00:01:849	00:01:961	00:01:892	00:01:851	00:01:803	00:01:875
Disponibilização de Fundos (1)																															
API - PSD2																															
Disponibilidade	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Tempo médio de resposta	00:00:020	00:00:021	00:00:019	00:00:020	00:00:021	00:00:027	00:00:024	00:00:020	00:00:025	00:00:019	00:00:018	00:00:021	00:00:020	00:00:022	00:00:020	00:00:019	00:00:021	00:00:021	00:00:021	00:00:021	00:00:021	00:00:021	00:00:021	00:00:021	00:00:019	00:00:019	00:00:022	00:00:020	00:00:019	00:00:020	00:00:021
Total Erros	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Porcentagem de erro (face volume de chamadas)	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%

	01-dez	02-dez	03-dez	04-dez	05-dez	06-dez	07-dez	08-dez	09-dez	10-dez	11-dez	12-dez	13-dez	14-dez	15-dez	16-dez	17-dez	18-dez	19-dez	20-dez	21-dez	22-dez	23-dez	24-dez	25-dez	26-dez	27-dez	28-dez	29-dez	30-dez	31-dez	No Período
Tradicional - BAI® Internet Banking																																
Disponibilidade	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Informação de Conta	00:02:851	00:02:770	00:02:761	00:02:744	00:02:764	00:02:467	00:02:433	00:03:844	00:03:086	00:03:045	00:03:361	00:02:5515	00:04:622	00:04:051	00:05:938	00:04:918	00:03:188	00:03:236	00:03:338	00:03:157	00:03:169	00:03:180	00:03:334	00:03:412	00:03:795	00:03:199	00:03:372	00:03:244	00:03:370	00:03:324	00:03:120	00:03:398
Logins	00:00:966	00:00:430	00:00:407	00:00:496	00:00:381	00:00:418	00:00:444	00:00:451	00:00:424	00:00:406	00:00:396	00:00:406	00:00:416	00:00:407	00:00:362	00:00:392	00:00:376	00:00:379	00:00:396	00:00:405	00:00:431	00:00:411	00:00:382	00:00:361	00:00:563	00:00:384	00:00:437	00:00:402	00:00:374	00:00:369	00:00:374	00:00:406
Transferências	00:02:637	00:01:914	00:01:857	00:02:011	00:01:827	00:01:723	00:01:724	00:01:807	00:02:009	00:01:979	00:02:096	00:03:739	00:01:692	00:02:044	00:04:087	00:02:496	00:02:191	00:02:248	00:02:372	00:02:354	00:02:231	00:02:237	00:02:529	00:02:729	00:03:125	00:02:836	00:02:693	00:02:206	00:02:337	00:02:424	00:02:406	
Disponibilização de Fundos (1)																																
Tradicional - BAI® Mobile Banking																																
Disponibilidade	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	
Informação de Conta	00:02:443	00:03:332	00:03:812	00:03:522	00:03:392	00:02:837	00:02:746	00:02:667	00:02:707	00:02:726	00:02:891	00:04:472	00:04:399	00:04:018	00:04:296	00:03:740	00:02:999	00:03:807	00:03:017	00:03:301	00:03:318	00:02:961	00:03:647	00:03:198	00:03:189	00:03:182	00:03:567	00:03:534	00:03:111	00:02:099	00:02:272	00:02:495
Logins	00:00:509	00:00:433	00:00:508	00:00:501	00:01:104	00:00:537	00:00:468	00:00:538	00:00:589	00:00:548	00:00:542	00:01:043	00:01:430	00:00:536	00:00:501	00:00:447	00:00:493	00:00:561	00:00:463	00:00:567	00:01:311	00:01:527	00:00:438	00:00:438	00:00:440	00:00:460	00:00:448	00:00:440	00:00:440	00:00:440	00:00:440	
Transferências	00:01:888	00:01:861	00:01:999	00:01:925	00:02:001	00:02:119	00:02:271	00:01:993	00:01:856	00:01:965	00:02:119	00:03:763	00:03:103	00:03:816	00:04:204	00:03:354	00:02:354	00:02:387	00:02:253	00:02:630	00:02:585	00:02:314	00:02:365	00:02:529	00:02:884	00:02:644	00:02:727	00:02:729	00:02:296	00:02:351	00:02:387	00:02:438
Disponibilização de Fundos (1)																																
API - PSD2																																
Disponibilidade	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	
Tempo médio de resposta	00:00:020	00:00:020	00:00:019	00:00:019	00:00:020	00:00:020	00:00:020	00:00:019	00:00:019	00:00:019	00:00:018	00:00:019	00:00:018	00:00:018	00:00:018	00:00:018	00:00:018	00:00:019	00:00:018	00:00:021	00:00:019	00:00:018	00:00:018	00:00:021	00:00:019	00:00:018	00:00:019	00:00:018	00:00:018	00:00:018	00:00:018	00:00:019
Período de tempo de resposta	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Período de tempo de resposta (por volume de chamadas)	0,00%	0,00%	0,00%	0,00%	0,00%	0,00%	0,00%	0,00%	0,00%	0,00%	0,00%	0,00%	0,00%	0,00%	0,00%	0,00%	0,00%	0,00%	0,00%	0,00%	0,00%	0,00%	0,00%	0,00%	0,00%	0,00%	0,00%	0,00%	0,00%	0,00%	0,00%	